



TORQ Analysis of Customer Service Representatives to Switchboard Operators, Including Answering Service

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Customer Service Representatives	43-4051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Switchboard Operators, Including Answering Service	43-2011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

94

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			94	Level			94	Level			93
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	51	3	75	No Skills Upgrade Required!				No Knowledge Upgrades Required!			

LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Customer Service Representatives and Switchboard Operators, Including Answering Service.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Customer Service Representatives	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	62	62	78
Oral Comprehension	57	48	75
Oral Expression	57	50	75
Speech Clarity	48	51	75
Problem Sensitivity	53	37	59
Written Comprehension	55	37	53
Selective Attention	42	34	53
Written Expression	46	34	50
Deductive Reasoning	51	34	50



Information Ordering	48		34		50
Category Flexibility	46		37		50
Near Vision	55		42		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Customer Service Representatives	Switchboard Operators, Including Answering Service	Importance		
Active Listening	64		58		83
Speaking	56		49		78
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Customer Service Representatives	Switchboard Operators, Including Answering Service	Importance		
Customer and Personal Service			66		75

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Customer Service Representatives	Switchboard Operators, Including Answering Service	Description	Customer Service Representatives	Switchboard Operators, Including Answering Service
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	5%	Post-Masters Cert	0%	0%
4-6 years	4%	0%	Master's Degree	0%	0%
2-4 years	27%	7%	Post-Bachelor Cert	0%	0%
1-2 years	33%	22%	Bachelors	10%	6%
6-12 months	7%	11%	AA or Equiv	12%	5%
3-6 months	15%	19%	Some College	10%	16%
1-3 months	0%	7%	Post-Secondary Certificate	8%	5%
0-1 month	1%	5%	High School Diploma or GED	51%	59%
None	10%	19%	No HSD or GED	6%	6%
Customer Service Representatives			Switchboard Operators, Including Answering Service		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.		
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.			These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.		



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Tasks

Customer Service Representatives

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Specific Tasks

Occupation Specific Tasks:

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods.
- Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible

Switchboard Operators, Including Answering Service

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

Specific Tasks

Occupation Specific Tasks:

- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Answer simple questions about clients' businesses, using reference files.
- Complete forms for sales orders.
- Contact security staff members when necessary, using radio-telephones.
- Keep records of calls placed and charges incurred.
- Monitor alarm systems in order to ensure that secure conditions are maintained.
- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.
- Place telephone calls or arrange



complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

- Order tests that could determine the causes of product malfunctions.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Review claims adjustments with dealers, examining parts claimed to be defective and approving or disapproving dealers' claims.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Solicit sale of new or additional services or products.

Detailed Tasks

Detailed Work Activities:

- calculate rates for organization's products or services
- collect deposit or payment
- collect overdue bills
- conduct training for personnel
- detect discrepancies on records or reports
- examine financial documents to verify issue
- examine products or work to verify conformance to specifications
- fill out business or government forms
- interview customers
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- obtain information from individuals
- prepare recommendations based upon research
- prepare reports
- provide customer service
- resolve customer or public complaints
- sell products or services
- take messages
- type letters or correspondence
- use computers to enter, access or retrieve data
- use knowledge of investigation techniques
- use knowledge of written communication in sales work
- use telephone communication techniques

conference calls as instructed.

- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Route emergency calls appropriately.
- Stamp messages with time and date, and file them appropriately.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- date stamp messages, mail, or other information
- ensure correct grammar, punctuation, or spelling
- maintain telephone logs
- operate business machines
- perform clerical duties including typing, accepting orders, or sorting mail
- route multi-line telephone calls
- take messages
- transcribe spoken or written information
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Technology - Examples



- write business correspondence

Technology - Examples

Contact center software

- Multi-channel contact center software
- Timpani Contact Center
- Timpani Email

Customer relationship management CRM software

- Austin Logistics CallSelect
- Austin Logistics CallTech
- Austin Logistics Valeo
- Avidian Technologies Prophet
- Customer account management software
- Customer complaint ticketing management software
- Customer relationship management CRM software
- Customer service and support software
- Hosted Support ezSupport Pro
- Lynk Everest
- Parature eTicket
- Sales force automation software
- SSA Global software
- Telemation e-CRM

Data base user interface and query software

- Customer service knowledge generation software

Electronic mail software

- Astute Solutions PowerCenter
- IBM Lotus Notes
- Microsoft Outlook

Enterprise resource planning ERP software

- Intuit QuickBooks Enterprise Solutions software
- Sage MAS 200

Mobile messaging service software

- Unified messaging software

Network conferencing software



- Active Data Online WebChat

- eStara Softphone

- Parature eRealtime

- Timpani Chat

Office suite software

- Microsoft Office

Point of sale POS software

- Main Street Softworks Monetra

Spreadsheet software

- Microsoft Excel

Voice recognition software

- DSC Pacer Interactive Voice Response System

Word processing software

- Microsoft Word

Tools - Examples

- Autodialing systems

- Voice broadcasting systems

- Automatic call distribution ACD system

- Desktop computers

- Wireless telephone systems

- Global positioning system GPS devices

- On hold players

- Wireless telephone headsets

- Multi-line telephone systems

- Calling line identification equipment

Labor Market Comparison

Description	Customer Service Representatives	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 27,330	\$ 22,920	\$ (4,410)
10th Percentile Wage	\$ 17,450	\$ 17,730	\$ 280
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,680	\$ 26,520	\$ (7,160)
90th Percentile Wage	\$ 42,740	\$ 30,650	\$ (12,090)



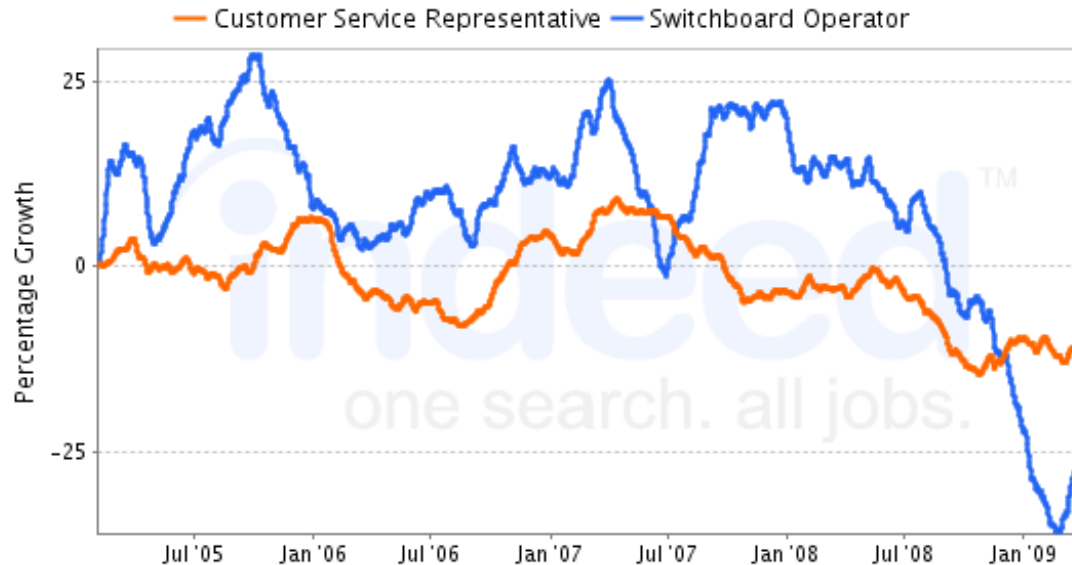
Mean Wage	\$ 28,780	\$ 23,460	\$(5,320)
Total Employment - 2007	8,100	840	-7,260
Employment Base - 2006	8,109	852	-7,257
Projected Employment - 2016	9,441	753	-8,688
Projected Job Growth - 2006-2016	16.4 %	-11.6 %	-28.0 %
Projected Annual Openings - 2006-2016	359	18	-341

National Job Posting Trends

Trend for Customer Service Representatives

Trend for
Switchboard
Operators,
Including
Answering
Service

Job Trends from Indeed.com

Data from [Indeed](http://Indeed.com)

Recommended Programs

Receptionist

Receptionist. A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

No schools available for the program

Maine Statewide Promotion Opportunities for Customer Service Representatives

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
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43-4051.00	Customer Service Representatives	100	2	8,100	\$27,330.00	\$0.00	16%	359
43-9041.01	Insurance Claims Clerks	96	2	1,810	\$31,380.00	\$4,050.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	95	2	1,810	\$31,380.00	\$4,050.00	-8%	22
43-4031.03	License Clerks	95	2	1,190	\$27,650.00	\$320.00	9%	37
43-4011.00	Brokerage Clerks	94	3	270	\$39,120.00	\$11,790.00	-13%	8
13-2053.00	Insurance Underwriters	93	3	460	\$56,090.00	\$28,760.00	-1%	12
43-3021.02	Billing, Cost, and Rate Clerks	93	3	1,990	\$27,580.00	\$250.00	1%	28
43-4131.00	Loan Interviewers and Clerks	93	2	770	\$28,060.00	\$730.00	-9%	14
43-4141.00	New Accounts Clerks	93	2	210	\$28,080.00	\$750.00	-14%	6
43-6014.00	Secretaries, Except Legal, Medical, and Executive	91	2	10,400	\$28,260.00	\$930.00	-6%	172
43-6011.00	Executive Secretaries and Administrative Assistants	91	3	3,330	\$38,830.00	\$11,500.00	6%	76
43-3051.00	Payroll and Timekeeping Clerks	91	3	650	\$30,470.00	\$3,140.00	-3%	17
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	91	3	450	\$36,790.00	\$9,460.00	5%	13
43-4031.01	Court Clerks	90	2	1,190	\$27,650.00	\$320.00	9%	37
29-2071.00	Medical Records and Health Information Technicians	90	3	760	\$29,180.00	\$1,850.00	16%	34

Top Industries for Switchboard Operators, Including Answering Service

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General medical and surgical hospitals, public and private	622100	13.37%	23,724	21,012	-11.43%
Telephone call centers	561420	11.10%	19,693	16,430	-16.57%
Automobile dealers	441100	7.80%	13,835	12,555	-9.25%
Offices of physicians	621100	7.27%	12,900	13,002	0.79%
Employment services	561300	4.56%	8,097	7,699	-4.91%



Local government, excluding education and hospitals	939300	3.28%	5,817	5,228	-10.13%
Legal services	541100	2.75%	4,874	4,283	-12.13%
Depository credit intermediation	522100	2.74%	4,865	3,968	-18.44%
Management of companies and enterprises	551100	2.25%	3,994	3,683	-7.78%
Nursing care facilities	623100	1.75%	3,101	2,696	-13.06%
Religious organizations	813100	1.64%	2,909	2,793	-3.99%
Insurance agencies and brokerages	524210	1.42%	2,525	2,285	-9.51%
Offices of real estate agents and brokers	531200	1.24%	2,199	2,143	-2.56%
Community care facilities for the elderly	623300	1.04%	1,842	2,251	22.22%
Direct insurance (except life, health, and medical) carriers	524120	0.98%	1,733	1,449	-16.38%

Top Industries for Customer Service Representatives

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Telephone call centers	561420	5.03%	110,675	126,965	14.72%
Employment services	561300	4.84%	106,483	148,245	39.22%
Depository credit intermediation	522100	4.77%	105,059	117,823	12.15%
Insurance agencies and brokerages	524210	4.41%	97,174	120,909	24.43%
Management of companies and enterprises	551100	2.99%	65,953	83,634	26.81%
Grocery stores	445100	2.59%	57,064	68,486	20.02%
Wireless telecommunications carriers (except satellite)	517200	2.46%	54,074	80,945	49.69%
Direct insurance (except life, health, and medical) carriers	524120	2.10%	46,190	53,107	14.98%
Wired telecommunications carriers	517100	1.74%	38,387	33,149	-13.64%
Local government, excluding education and hospitals	939300	1.69%	37,222	45,996	23.57%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	1.66%	36,455	48,088	31.91%
Electronic shopping and mail-order houses	454100	1.59%	35,119	48,321	37.59%
Computer systems design and related services	541500	1.52%	33,399	49,604	48.52%
Management, scientific, and technical consulting services	541600	1.49%	32,813	64,437	96.38%
Cable and other program distribution	517500	1.36%	30,016	44,718	48.98%